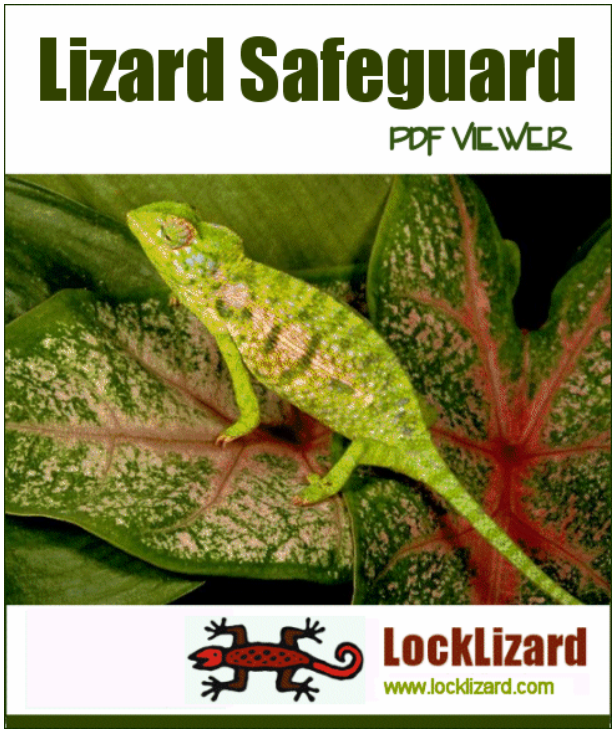
Safeguard Secure PDF Viewer

Product Manual
for Windows



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www.locklizard.com

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Chapter 1 - Installation & Registration

Introduction

Lizard Safeguard Secure PDF Viewer enables you to view protected PDF files that have been published in .PDC format.

Safeguard Viewer is a standalone application that controls what you can do with protected PDF files (for example how long you can view them for, whether you can print them, etc.). These document controls are set by the publisher of the document and cannot be altered by yourself.

All trademarks of Adobe Systems Incorporated are acknowledged, as are any other trademarks referenced in this manual.

Installation Pre-requisites

Please note: This manual only covers the installation of Safeguard Viewer on Windows platforms. For installation of Safeguard Viewer on Macintosh computers please refer to the Lizard Safeguard Macintosh OS X manual.

Safeguard viewer is compatible with the following Windows platforms:

- Windows 2000, 2003, XP, Vista

The following software must be installed before installing and running the viewer software.

- Internet Explorer v6.0 or above (for HTTPS support)

NOTE: Whilst IE must be installed on the computer (this is the default for all Windows platforms) it does not have to be set as your default browser.

NOTE: Installation Rights

You need to have rights to install the viewer software and be able to write to the Window registry and the Windows system32 folder regardless of your Windows account type. If you don't have rights to install software (to write to the windows registry), then you can't install the viewer.

Normally, you can install software from any Windows account type, unless your administrator has decided otherwise. If you install the viewer from a non-administrator account, you can only install the software for your account and not for all Windows accounts.

Installing the Viewer

Double-click on the SafeguardPDFViewer.exe file in Windows Explorer to start the installation process.

The installation process is straight-forward and it takes less than a minute from start to finish.

Screenshots of the installation process are given below and are self-explanatory.

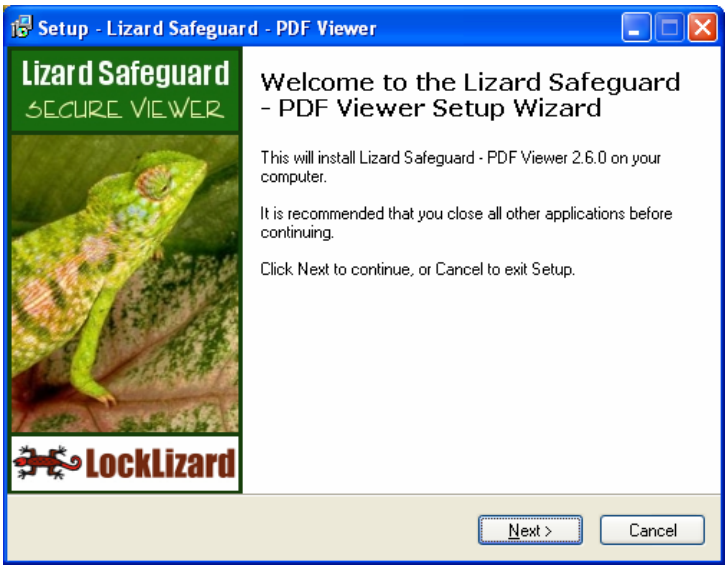

Setup - Lizard Safeguard - PDF Viewer
Lizard Safeguard
SECURE VIEWER
LockLizard
Welcome to the Lizard Safeguard - PDF Viewer Setup Wizard
This will install Lizard Safeguard - PDF Viewer 2.6.0 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

Diagram 1 : Safeguard Viewer Setup Wizard

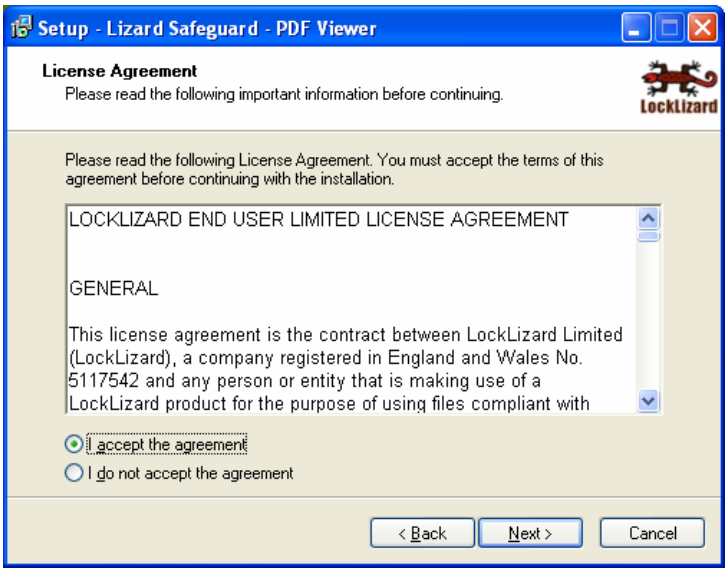

Setup - Lizard Safeguard - PDF Viewer
License Agreement
Please read the following important information before continuing.
LockLizard
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
LOCKLIZARD END USER LIMITED LICENSE AGREEMENT
GENERAL
This license agreement is the contract between LockLizard Limited (LockLizard), a company registered in England and Wales No. 5117542 and any person or entity that is making use of a LockLizard product for the purpose of using files compliant with
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

Diagram 2 : License agreement

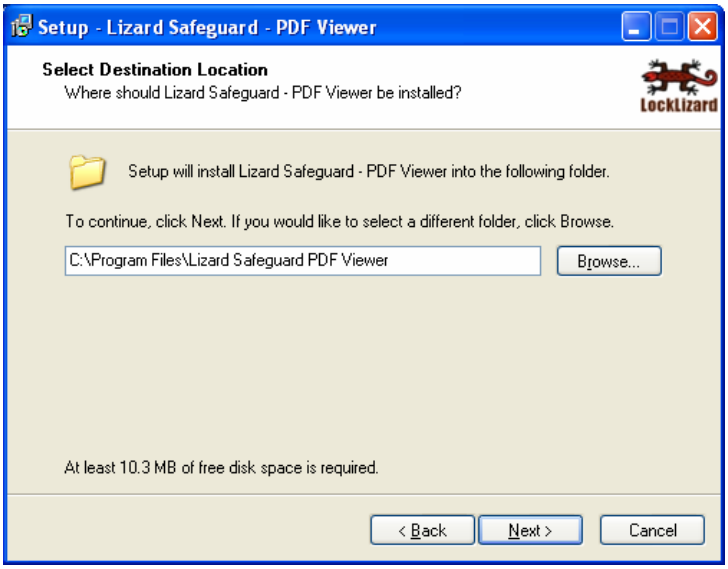

Setup - Lizard Safeguard - PDF Viewer
Select Destination Location
Where should Lizard Safeguard - PDF Viewer be installed?
LockLizard
Setup will install Lizard Safeguard - PDF Viewer into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\Lizard Safeguard PDF Viewer
Browse...
At least 10.3 MB of free disk space is required.
< Back
Next >
Cancel

Diagram 3 : Safeguard Viewer Installation folder

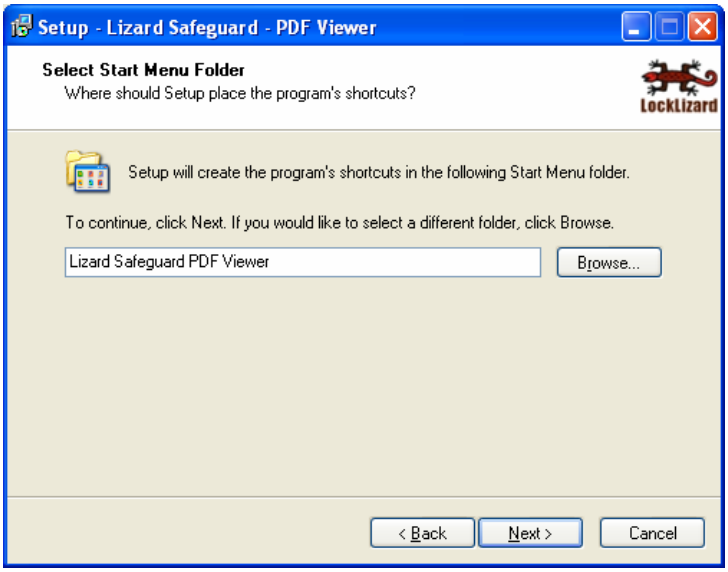

Setup - Lizard Safeguard - PDF Viewer
Select Start Menu Folder
Where should Setup place the program's shortcuts?
LockLizard
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Lizard Safeguard PDF Viewer
Browse...
< Back
Next >
Cancel

Diagram 4 : Safeguard Viewer Installation Settings

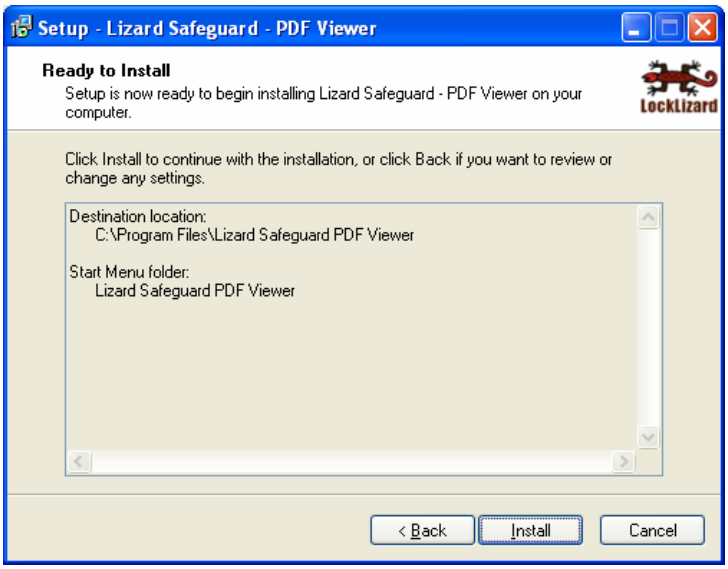
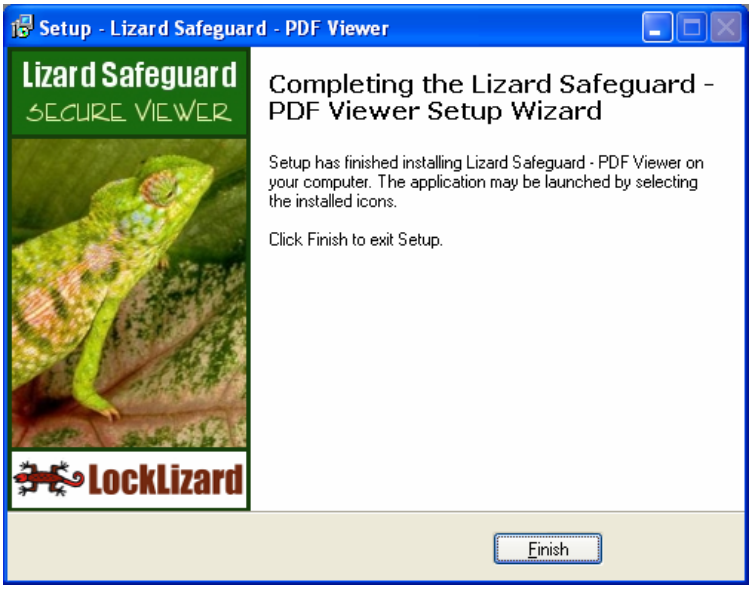

Setup - Lizard Safeguard - PDF Viewer
Ready to Install
Setup is now ready to begin installing Lizard Safeguard - PDF Viewer on your computer.
LockLizard
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Lizard Safeguard PDF Viewer
Start Menu folder:
Lizard Safeguard PDF Viewer
< Back
Install
Cancel

Diagram 5 : Safeguard Viewer Installation Confirmation


Setup - Lizard Safeguard - PDF Viewer
Lizard Safeguard
SECURE VIEWER
LockLizard
Completing the Lizard Safeguard - PDF Viewer Setup Wizard
Setup has finished installing Lizard Safeguard - PDF Viewer on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Finish
Diagram 6 : Safeguard Viewer Installation complete

Firewall messages displayed during installation

During installation your firewall or anti-virus software may prompt you with the following (or similar) message window.

ZoneAlarm Security Alert
SUSPICIOUS BEHAVIOR
is-HVO4T.tmp may be trying to prevent 'HKLD' from running each time your computer is started by modifying the registry key:
HKLM\SOFTWARE\MICROSOFT\WINDOWS\CURRENTVERSION\RUN
Application: is-HVO4T.tmp
View Properties
SmartDefense Advisor
More Info...
SmartDefense Advisor is not available for this alert type.
Apply this setting to all suspicious behaviors exhibited by this application
Allow
Deny
Diagram 7 : Firewall message window during installation

During installation Safeguard Viewer prevents the process HKLD.exe from running which was used in previous versions of the Safeguard Viewer.

Check the box and select allow (or the equivalent for your product).

Silent (remote) Installation

In corporate environments it may be a requirement that your IT department install applications programs and not you as the user.

Corporate IT departments often use system administration programs to remotely install software onto the desktop. These tools often do not process messages that an end user would have done because they will use all the default settings for the system. To support IT department deployment we provide a silent installation mode to facilitate their ability to carry out automatic installs. As an end user you might also wish to use this facility in order to save time.

To run Safeguard viewer in silent installation mode without any dialogs displaying, the setup must be launched using the Windows Run command and the "/VERYSILENT" parameter.

Example of use: SafeguardPDFViewer_v25.exe /VERYSILENT

Alternatively, if you would like the installation progress window to be displayed but none of the other dialogs (wizard and background window) then you can run Safeguard viewer with the "/SILENT" parameter.

Example of use: SafeguardPDFViewer_v25.exe /SILENT

Note: from the Windows Run command you will need to specify the path of the exe file, so the example above might be entered as follows:

"C:\Downloads\SafeguardPDFViewer_v25.exe" /silent

Disabling Automatic Updates

You may want to disable the auto update checker from running if your users are in a "locked-down" network environment and cannot install any software on their desktops. In such an environment, if a regular user attempts to update the viewer software then they will receive an error when the installation fails since the viewer software is unable to update the Windows registry.

Example of use - disable automatic update checks:
SafeguardPDFViewer_v26.exe /UPDATE="0"

Example of use - enable automatic update checks:
SafeguardPDFViewer_v26.exe /UPDATE="1"

Note: Even if automatic update checks are disabled users can still manually check for updates using the ‘Check for Program Updates’ option on the Help menu.

License File Registration

Once the viewer software has been installed, you can register a license file from the command line (Windows Run command).

Example of use: PDCViewer.exe "C:\Licensefiles\MyLicenseFile.llv" "/silent"

Note: from the Windows Run command you will need to specify the path of the exe file, so the example above might be entered as follows:

"C:\program files\lizard safeguard pdf viewer\PDCViewer.exe" "C:\licensefiles\MyLicenseFile.llv" "/silent"

Important note: The license file will be registered with the LockLizard Administration server so **an Internet connection is required**, unless you have purchased LockLizard Safeguard as an own server solution running on your Intranet.

Managing Proxy Settings

Proxy servers are used in some organizations to change the port addressing from the Windows default to another internally determined port number.

On some systems, because of internal security requirements, firewall controls are set to prevent internal applications from connecting directly to external web addresses. Further, to help prevent attacks from hackers, and prevent keyloggers and other programs commonly used by hackers, viruses and worms to send confidential internal data to outsiders, internal systems may use port addresses on the firewall that are not the standard ports. Finally, the firewall may require users who wish to use external services to authenticate themselves to the firewall before they are able to use external services.

To support these higher security requirements, Safeguard Viewer allows you to configure your proxy settings into the viewer.

Safeguard Viewer will automatically pick up current proxy information from Internet Explorer if it is available. However, if your proxy requires authentication, a dialog box will be displayed where you must enter the user name and password needed to authenticate yourself to the proxy. Your internal IT department should be able to provide you with the necessary information.

Diagram 8 : Proxy authentication dialog

There may be circumstances when you need to manually override these settings before you can register and use the viewer software.

To manually configure proxy settings right click on the Windows Start menu and select Programs > Lizard Safeguard PDF Viewer > Proxy Settings.

The following dialog is displayed.

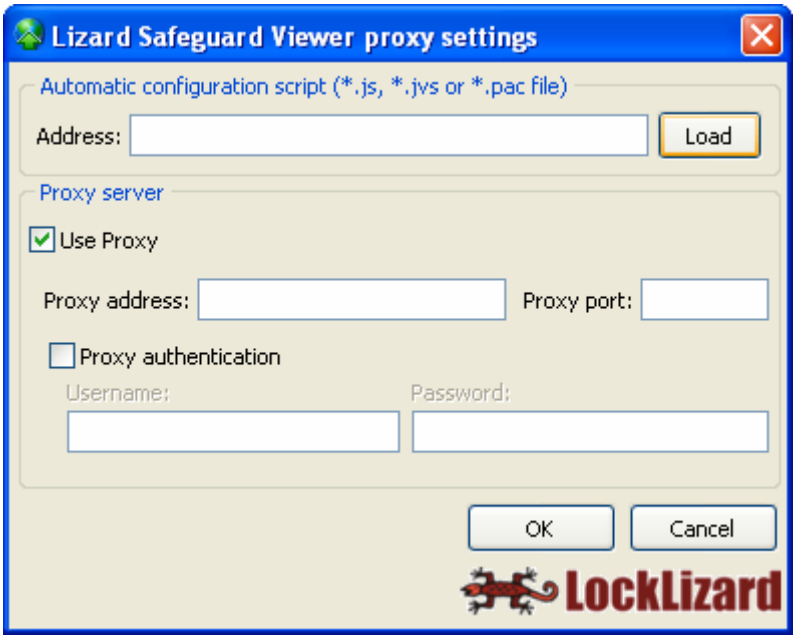
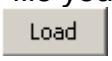


Diagram 9 : Proxy settings dialog

This dialog enables you to set the proxy from a configuration script or by manual entry.

Automatic configuration script

The viewer can be configured using a proxy administration PROXY.PAC file (a plain text file containing a JS function that will automatically configure the proxy settings to be used). In the 'Address' field, type in the full path of the Proxy.pac file you want to use (either an http:// path or a local file) and then press the 

button.

Below is an example proxy.pac configuration file that will make the viewer (or Internet Explorer) go via a local proxy server if a connection is made to www.locklizard.com:

```
function FindProxyForURL(url, host)
{
if (shExpMatch(url, "http://www.locklizard.com*"))
   return "PROXY 192.168.1.1:8080";
else
   return "DIRECT";
}
```

Proxy server manual entry settings

To manually enter proxy settings, check the 'Use proxy' checkbox and then enter the address the proxy requires in the 'Proxy address' field. Your IT support group will be able to tell you the address you should enter here. Also, ask them if you need to enter a specific port address.

Safeguard Viewer uses port 8444 or 443 to securely address (using HTTPS) the relevant administration server for the publisher whose product you have purchased (for internal systems this corresponds to the documents you are authorized to use). If your internal system requires the use of a different port for the connection you must enter it in the 'Proxy port' field.

The information for the server your publisher is using is displayed in the license file and can be viewed with Windows Notepad or a similar application.

- If the URL is https://www.locklizard-license1.co.uk:8444/LockLizardLicensing (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic.
- If the URL is https://www.locklizard-license2.co.uk/LockLizardLicensing (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic.

If your internal control system requires authentication at the firewall then check the 'Proxy Authentication' checkbox and enter in the fields provided the username and password that your IT department have allocated to access the firewall service.

If you do not supply the Proxy authentication data (username/password) but the proxy server requires authentication, a dialog box asking for the username and password will be automatically displayed when Safeguard Viewer tries to connect to the Internet.

If the "Use Proxy" check box is not checked, then the viewer will use the Internet Explorer settings for the Internet connection (assuming the proxy settings are defined in IE).

NOTE: If the viewer is running whilst you have been adding or changing proxy settings then it must be restarted (or the current document reopened) to apply the modified proxy settings.

You only need to run the utility once unless someone decides to change your internal proxy settings and they cannot be automatically picked up by the viewer software.

NOTE: If you are evaluating Lizard Safeguard (free 15 day trial) then Safeguard Viewer uses port 443 to securely address (using HTTPS) the LockLizard administration server.

The server URL is https://www.locklizard-license2.co.uk/LockLizardLicensing and the IP address is 87.106.7.187

Registering the Viewer license

Before you can start viewing secure PDF documents you must first register your license with your publisher.

NOTE: Connection to the Internet is required

You must be online to the Internet during the registration process because it updates the registration control service in real-time. If you do not have an Internet connection then you will receive an error message and you will have to start the process again.

You will have already been sent an email from your publisher containing your license file (safeguard_v_license.llv).

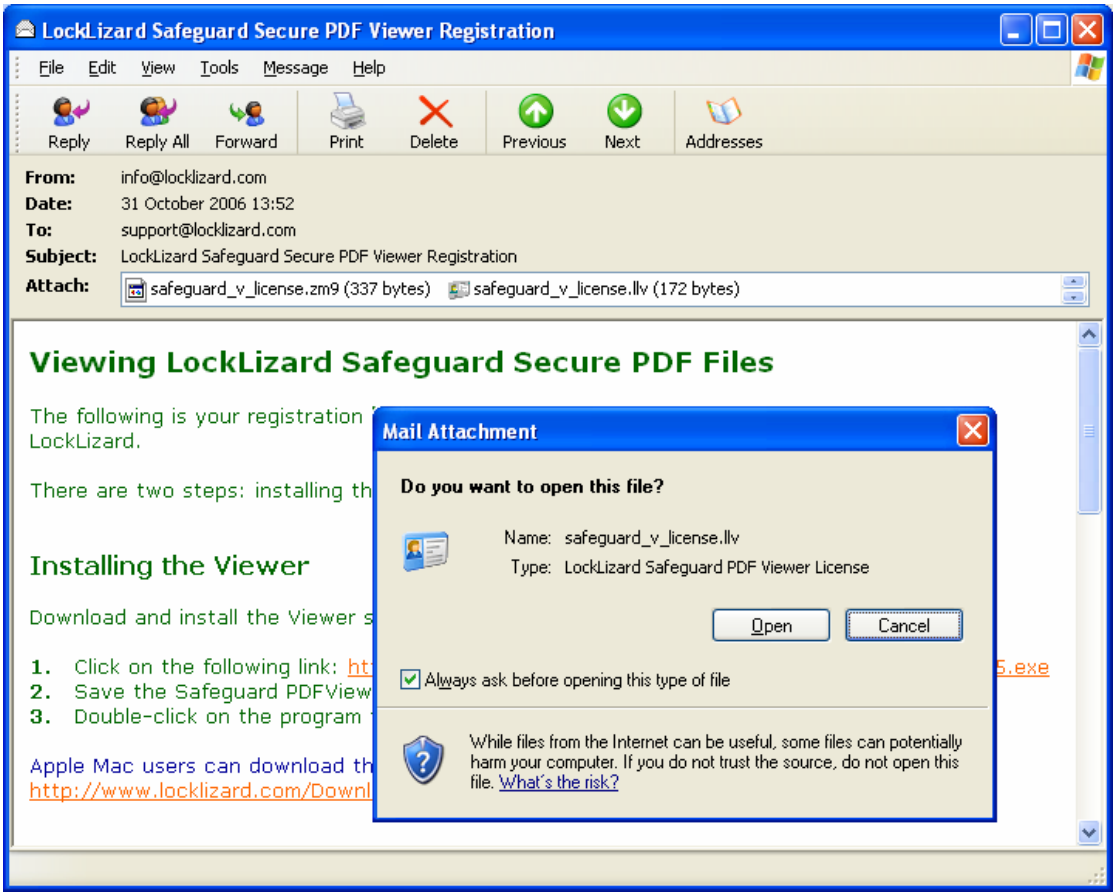

LockLizard Safeguard Secure PDF Viewer Registration
File Edit View Tools Message Help
Reply Reply All Forward Print Delete Previous Next Addresses
From: info@locklizard.com
Date: 31 October 2006 13:52
To: support@locklizard.com
Subject: LockLizard Safeguard Secure PDF Viewer Registration
Attach: safeguard_v_license.zm9 (337 bytes) safeguard_v_license.llv (172 bytes)
Viewing LockLizard Safeguard Secure PDF Files
The following is your registration
LockLizard.
There are two steps: installing th
Installing the Viewer
Download and install the Viewer s
1. Click on the following link: ht
2. Save the Safeguard PDFView
3. Double-click on the program
Apple Mac users can download th
http://www.locklizard.com/Downl
Mail Attachment
Do you want to open this file?
Name: safeguard_v_license.llv
Type: LockLizard Safeguard PDF Viewer License
Open
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open this file. What's the risk?

Diagram 10 : Safeguard Viewer Registration Email and License file

Immediate Registration

To register, double-click on the .llv file in your email application, select the 'Open' option, and then the OK button.

Double-clicking on the safeguard_v_license.llv file invokes the registration process and registers you with the publisher. A message dialog confirms successful registration.

Save license file and then Register

Alternatively, you can right-click on the license file attachment and use the 'save as' or 'save to disk' option to save the license file to disk. You can then double-click on the license file in Windows File Explorer to register.

Zipped license files and registration

The license file is also contained in a zip file so that it does not get stopped or altered by firewalls, or corrupted by mail applications during transmission.

If you cannot register using the .llv license file for any reason then use the one contained in the zip file.

Double-click on the zip file in your email application, select the 'Open It' option, and then the OK button. Then double-click on the safeguard_v_license.llv file (this file is revealed when the unzip process has run).

NOTE: Firewalls may rename file extensions

Some firewall products may have renamed the zip file, and you may have to approve running it to reveal the license file contents. Zone Alarm for example, renames zip files with a .zm9 file extension. You can either double-click on this file and Zone Alarm will run asking you whether you want to view the contents, or you can save the file to disk, rename the file extension back to .zip, and then double-click on it.

Web based email systems and registration

With web based email systems (where you view your emails through a web browser) you will need to save the license file to disk before double-clicking on it so that the license process can be executed locally.

Successful Registration

At registration time checks are made to see if your customer account exists, when it becomes valid, and the documents / publications you are allowed to access.

Once you have successfully registered, the following dialog is displayed:

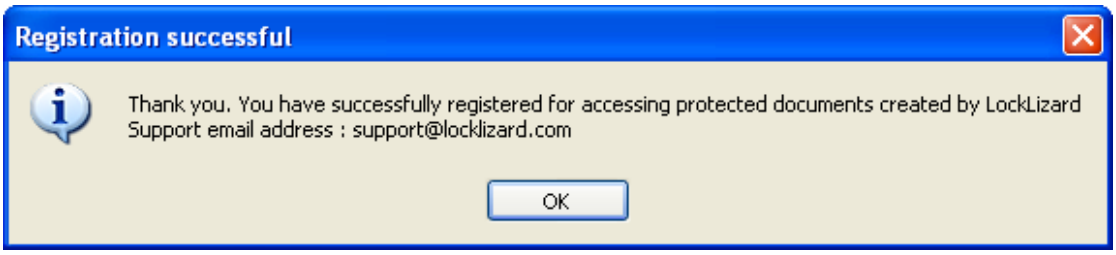

Registration successful
Thank you. You have successfully registered for accessing protected documents created by LockLizard
Support email address : support@locklizard.com
OK

Diagram 11 : Successful registration message

You will now be able to view documents and publications you are licensed for.

If you are not connected to the Internet at the point of registration then you will receive an error message and you will have to start the process again.

NOTE: Please make sure you retain a copy of the license file in case you need to recover the system after a disk crash, or when updating to a new system, when you will need to register your license again.

Registration issues and firewalls

Safeguard Viewer uses port 8444 or 443 to securely address (using HTTPS) the relevant administration server for the publisher whose product you have purchased. You must therefore make sure that if your company has a hardware firewall in place, or you are running a software firewall, that port 8444 or 443 is opened.

The information for the server your publisher is using is displayed in the license file and can be viewed with Windows Notepad or a similar application. If the URL is https://www.locklizard-license1.co.uk:8444/LockLizardLicensing (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic. If the URL is https://www.locklizard-license2.co.uk/LockLizardLicensing (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic.

If your license file says port 8444, then click on the following URL https://www.locklizard-license1.co.uk:8444/LockLizardLicensing/writer_admin.jsp to find out if you can access this port.

If you see a LockLizard branded web page then port 8444 is open, and you should be able to successfully register Safeguard Viewer. If you receive a blank screen or a browser error message page (i.e. this page is unavailable or cannot be displayed) then port 8444 is closed and you won't be able to register Safeguard Viewer.

NOTE FOR EVALUATORS: If you are evaluating Lizard Safeguard then Safeguard Viewer uses port 443 to securely address (using HTTPS) the LockLizard administration server. The server URL is https://www.locklizard-license2.co.uk/LockLizardLicensing and the IP address is 87.106.7.187. You must therefore make sure that if your company has a hardware firewall in place that port 443 is opened. This is the standard port number for a HTTPS port so most likely it will already be open.

Firewall messages displayed during registration

Some firewalls or anti-virus products may display the following message window (or similar) during registration. This notifies you that Safeguard Viewer is trying to access the Internet.

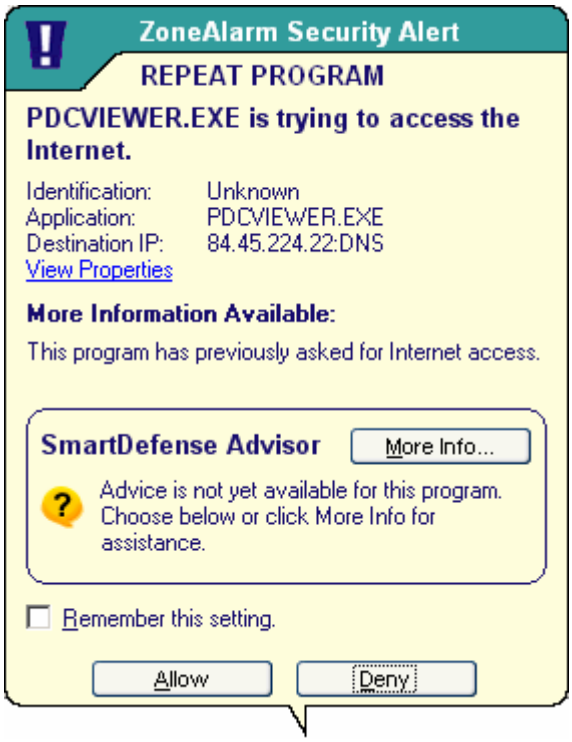


Diagram 12 : Firewall message window during registration

You must check the box (remember this setting) and select the **Allow** button (or the equivalent for your product) so that the viewer can connect to the Internet and register your license.
The viewer will also need to connect to the Internet when you view a document for the first time, and may need to connect on subsequent occasions depending on the document controls set by the publisher.

Registering with a publisher more than once

The license file given to you by your publisher may be valid for installation on one or several computers. If it is only valid for one installation then once you have registered using that license file it cannot be used again.

You can, however, re-use your license file more than once on the SAME computer. For example, if you have had to reload the Windows Operating System and re-install Safeguard Viewer then you can re-register using the original license file from your publisher.

If you have purchased multiple documents and entered different user information each time (for example, John Doe the first time and J Doe the second time) then you will be sent a new license file. You will need to register using this second license file so that you can access any documents that you purchased with the second user name.

However, if you purchased multiple documents from and always entered the same user information each time, then you will only need to register once. You will automatically have access to all protected documents you have purchased.

Registering with different publishers

If you have purchased protected documents from different publishers you will need to get a viewer license from each publisher before you can access their document(s). You do not need to install the viewer software again.

Messages displayed if you have not registered

If you try to view a protected PDF file before you have registered, the following dialog box (or similar) is displayed.

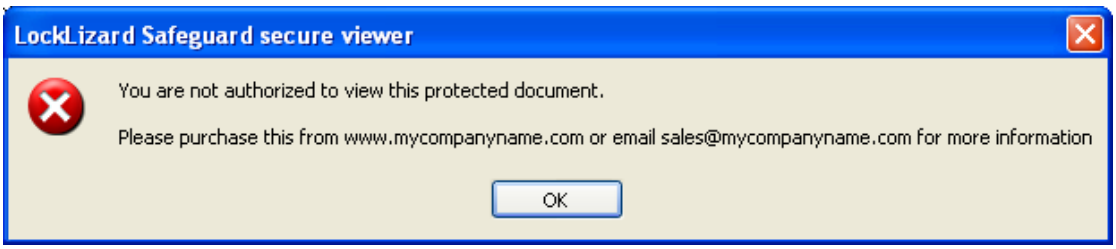
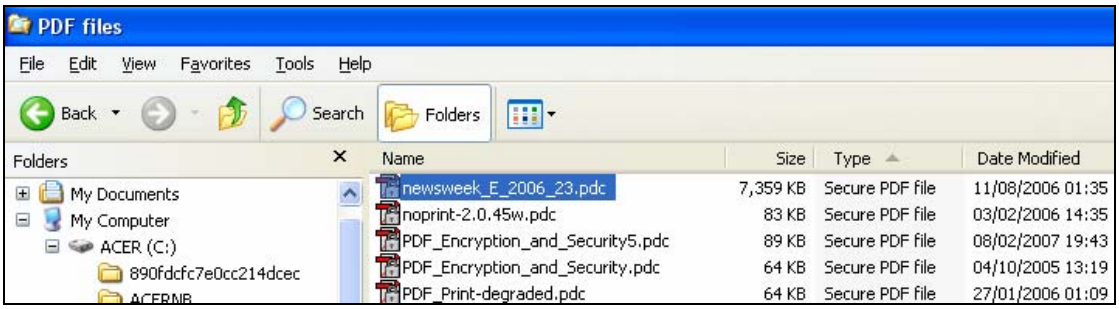

LockLizard Safeguard secure viewer
You are not authorized to view this protected document.
Please purchase this from www.mycompanyname.com or email sales@mycompanyname.com for more information
OK

Diagram 13 : Registration required dialog

Chapter 2 - Viewing Protected PDF Files

To view a protected PDF file (PDC file), double-click on it in Windows File Explorer.


PDF files
File Edit View Favorites Tools Help
Back Search Folders
Folders
My Documents
My Computer
ACER (C:)
890fdcfc7e0cc214dcec
Name Size Type Date Modified
newsweek_E_2006_23.pdc 7,359 KB Secure PDF file 11/08/2006 01:35
noprint-2.0.45w.pdc 83 KB Secure PDF file 03/02/2006 14:35
PDF_Encryption_and_Security5.pdc 89 KB Secure PDF file 08/02/2007 19:43
PDF_Encryption_and_Security.pdc 64 KB Secure PDF file 04/10/2005 13:19
PDF_Print-degraded.pdc 64 KB Secure PDF file 27/01/2006 01:09
Diagram 14 : Windows File Explorer

The protected PDF file is decrypted and displayed in the Safeguard Viewer.

As an example, you might see something like this:

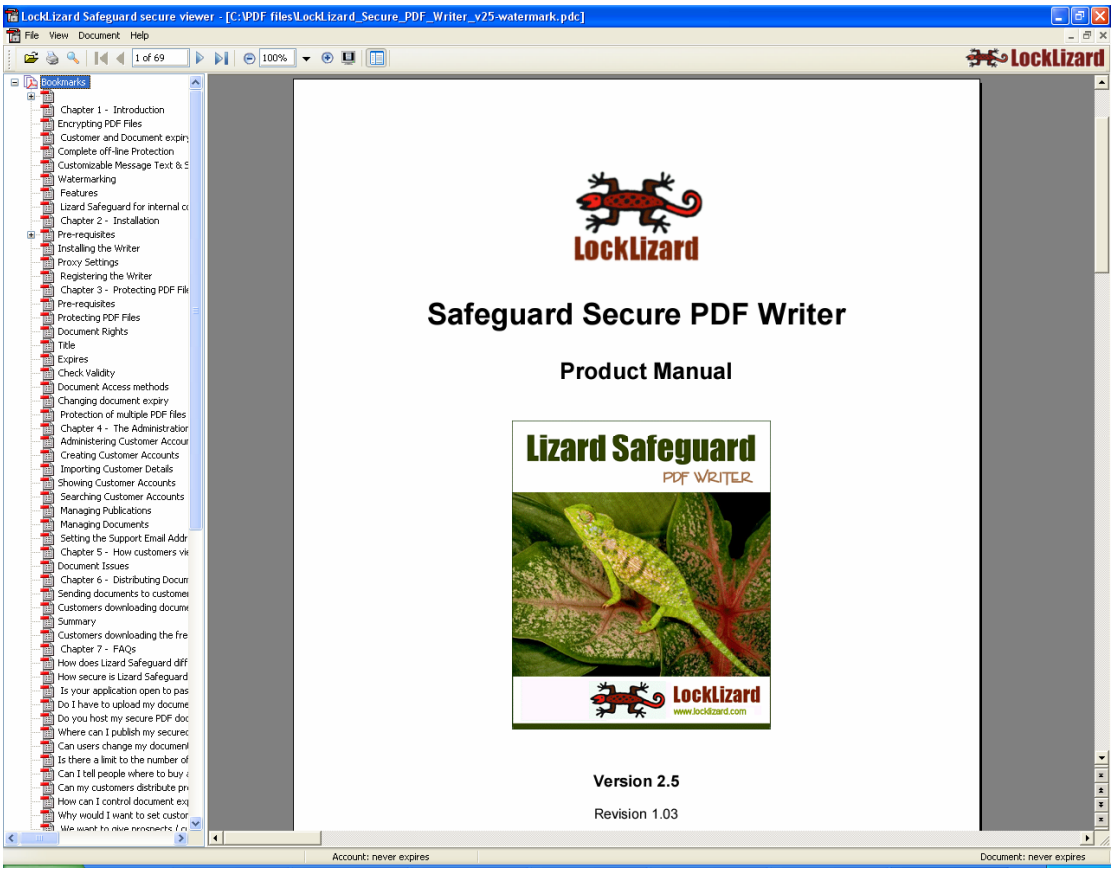


Diagram 15 : Safeguard Viewer with protected PDF document

When you view a secure PDF document (PDC file) for the first time, the viewer software will check if it has the correct key to view it. If it does not, the viewer will check with your publisher's administration server to see if you have been granted access to the document (you MUST be connected to the Internet at this point). If access is allowed then the decryption key is transparently relayed from the publisher to the viewer and you will be able to view the document. If not, a message will be displayed telling you how to contact the publisher in order to purchase the document.

Firewall / anti-spyware messages displayed when viewing documents

The first time you view a protected document your firewall / anti-spyware product may display the message (or a similar one) below.

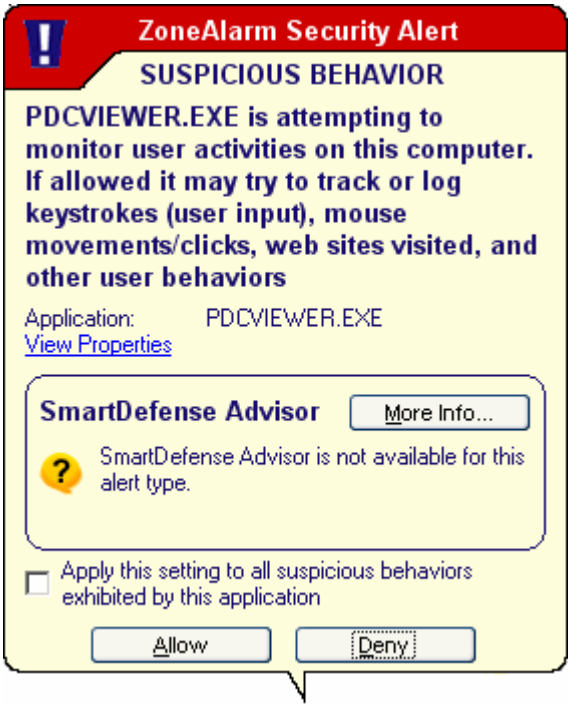

ZoneAlarm Security Alert
SUSPICIOUS BEHAVIOR
PDCVIEWER.EXE is attempting to monitor user activities on this computer. If allowed it may try to track or log keystrokes (user input), mouse movements/clicks, web sites visited, and other user behaviors
Application: PDCVIEWER.EXE
View Properties
SmartDefense Advisor
More Info...
SmartDefense Advisor is not available for this alert type.
Apply this setting to all suspicious behaviors exhibited by this application
Allow
Deny

Diagram 16 : Software firewall message dialog

Safeguard Viewer does NOT monitor mouse activity, characters entered, web sites visited etc., on your computer. It just checks whether its own processes are running and you have to allow it to do this in order to view protected documents.

Check the box (apply this setting to all suspicious behaviors exhibited by this application) and select the **Allow** button.

NOTE: If you select the Deny button then the viewer window will be minimized and the protected document will not be displayed.

Viewer controls

Safeguard Viewer uses familiar document controls so you can simply navigate your way around a document. Less familiar controls are explained below.

Searching for text

This option can be found from the Document > Find Text menu item or from the icon in the toolbar. **NOTE:** The find dialog can be resized.

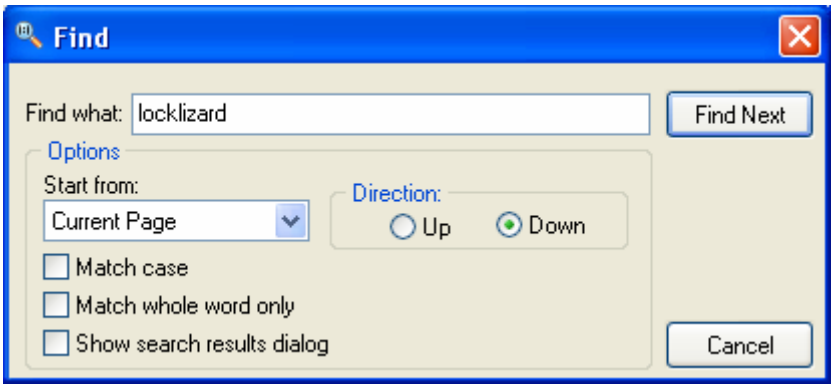


Diagram 17 : Find dialog

If you want a list of the search results, select the 'Show search results dialog' checkbox. When the search has finished the following dialog box will be displayed where you can select from individual instances of the word you are searching for.

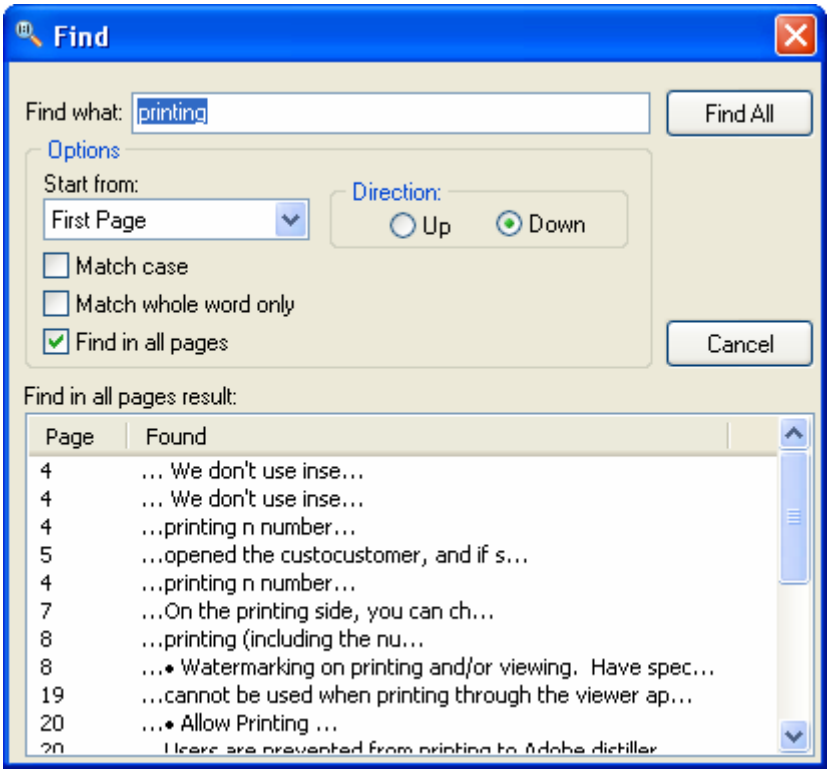
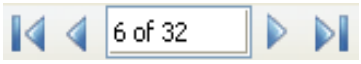


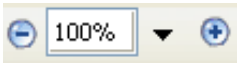
Diagram 18 : Find results dialog

Page up / down controls 

You can navigate around a document by using the:

- page controls in the toolbar;
- page controls down the right-hand bottom side of the viewer scroll bar;
- scrolling with your mouse;
- page up/down keys on your keyboard.

These controls are also available from the Document menu.

Document display size (zoom) 

You can change the document display size in the toolbar by:

- selecting the minus or plus buttons;
- selecting a value from the pull-down list box;
- entering a custom value directly into the field. If you enter a value into the field then you must press the enter button on your keyboard in order for it to take effect.

The document display size can also be altered using the Zoom options off the View menu.

Navigation buttons

History navigation buttons (next and previous buttons) are available on the toolbar and the vertical scrollbar. These are useful to use if the documents you are viewing have links in them to other pages. Once you have pressed on a link you can then use the previous button to go back to the page you were previously viewing. The history cache will hold a maximum of 50 viewed pages.

Scrolling options

By default documents are displayed in continuous scrolling mode. If you want to scroll one page at a time then select the Single Page option from the View > Page Layout menu.

Viewing multiple pages (book format)

If you want to view pages side by side (just like in a book) then select the Page Layout > Facing option from the View menu.

You can adjust the document display size until you see the pages fully on the screen.

Menu bar display

If you have unchecked the view menu bar option and the toolbar option and would like the menu bar to re-appear then press the escape key (ESC) on your keyboard.

Full screen mode

The combination keys Ctrl+L can be used to switch between full screen mode and normal mode.

This option is also available from the View menu and by pressing the button on the task bar.

Whilst in full screen mode, Ctrl+F can be used to display the find (search) dialog.

Printing Controls

The page range edit box may contain any of the following:

- a page range: e.g. 2-50
- a single page number: e.g. 23
- multiple page ranges: e.g. 2-50;65-90;110-135
- multiple single pages: e.g. 23;34;45;67

NOTE: Multiple page ranges and page numbers MUST be separated by a semicolon.

The page range edit box will only accept:

- numbers: **0 to 9**
- the minus sign: **-** page range separator
- semicolon: **;** for distinguishing multiple ranges/pages

Please note that all other characters will be ignored including the comma as a separator.

The following example shows what you should enter in the page range edit box to print the first 10 pages, the last 10 pages, and page 25 of a 210 page document: **1-10;200-210;25**

There is no special order between a single page and a page range, meaning that they can be mixed. For example: 1-10;23;24 or 23;1-10;24. The only difference between these two selections is the order in which the pages are printed.

If you have checked the reversed option checkbox then please remember that the inserted page range will be printed reversed. For example: 1-10 will be printed starting from page 10 and ending on page 1.

File Sizes supported

Safeguard Viewer supports files of up to 200Mb in size.

Since files are decrypted in memory file opening times will depend on your computer environment. Examples of expected timings for very large file size handling are given below.

CPU	O/S	Memory	File size	Load time
P4-2.6 GHz	Win 2k	1 Gb	200 Mb	.75 minutes
P4-3.4 GHz	Win XP Pro	1 Gb	200 Mb	.5 minutes
Celeron 1.3	Win XP Pro	512 Mb	200 Mb	4.5 minutes

These are not guaranteed timings but guidelines so that you have an indication of anticipated opening times when attempting to handle very large scale protected files, and the impact on slower machines or lower memory systems.

Program Updates

Once a week, Safeguard Viewer will check with the LockLizard Administration server to see if any new updates are available. If updates are available, the Viewer software will ask you whether you want to download and install the new updates.

You can also check for updates on a more regular basis by using the 'Check for Program Updates' option from the Help menu.

NOTE: In order to install any updates you will need the appropriate Windows user rights to update the Windows Registry and the Safeguard Viewer program installation folder.

Document controls

The publisher may have placed controls on the document that require you to connect to the Internet whenever you want to use a document, or connect occasionally, and the viewer will automatically enforce those controls.

The publisher may only have licensed you to view a document for a specific number of times. If that is the case you must be connected to the Internet in order to view the document.

You may or may not be able to print a document (the print icon therefore may or may not be enabled) and/or printing may be limited to a number of copies. When you print a document a watermark image or text may be displayed on the printed document.

Details of when your account expires (if ever) and when the document you are viewing expires (if ever) are displayed at the bottom of the viewer window in the status bar.

Chapter 3 - FAQs

This chapter covers frequently asked questions on Safeguard Viewer.

NOTE :

When the viewer is running Windows print screen is disabled by default and cannot be used by any programs whilst the viewer remains active.

If you are running a 'screen grabber' application you may be asked to close it whilst the viewer remains active.

Do I have to be connected to the Internet in order to view secure PDF documents?

This depends on the controls set by the publisher. They may require that you connect to the Internet every time you view one of their documents, or that you connect every n number of days, or that you don't need to connect to the Internet at all.

If the publisher has limited the number of times you can print a document then you will be required to connect to the Internet each time you attempt to print.

Where do I buy a license from to view protected PDF documents?

From the relevant publisher. If you do not have a license for a .pdc file the viewer will display a message from the publisher telling you how to contact them.

What happens when I change or upgrade my computer - Do I need a new license?

Upgrading Computers
Safeguard Viewer can be re-installed on the same computer without you having to request an additional license from your publisher. When you re-register with the old license details, the viewer software checks with the administration server certain details and lets the license be re-used. So if you re-install your operating system or change your hard disk drive for whatever reason you can re-install Safeguard Viewer, re-register with your old license information and continue using the product as before.

Changing Computers
If you change computers then you will need to ask your publisher for another license so that you can install the viewer software and register again.

How do I open a PDC document directly from Internet Explorer or any other browser?

If you click on a link to a PDC file from Internet Explorer, you are asked to Open or Save the file. To view the document, select the Open option. Internet Explorer will then call the Safeguard viewer to display the PDC file. To get Internet Explorer to automatically call the viewer to display the PDC file every time you click on a PDC file link, uncheck the option "always ask me before opening this type of file".

Chapter 4 - Troubleshooting

This chapter covers error messages that may be encountered when you are using Safeguard Viewer.

IMPORTANT NOTE

If you encounter an error that is not detailed in this section then please contact your publisher for support. Do not contact LockLizard support directly as you will be referred back to your publisher.

Please use the 'Contact Service Support' option from the Help menu wherever possible so that important version and machine details are given to your publisher.

Error Message "We cannot connect to the license server by Internet. Please check that you are connected, or that a firewall is not stopping this connection."

This error message will be displayed if either a firewall or proxy is stopping the Safeguard Viewer from getting to the Internet.

If you are behind a company firewall then your IT department may have to configure the firewall to accept an outbound connection for the viewer program pdcviewer.exe on the appropriate port and allow access to the LockLizard licensing server.

The information for the server your publisher is using is displayed in the license file and can be viewed with Windows Notepad or a similar application. If the URL is https://www.locklizard-license1.co.uk:8444/LockLizardLicensing (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic. If the URL is https://www.locklizard-license2.co.uk/LockLizardLicensing (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic.

NOTE : If you decide to disable your software firewall to register the viewer software then remember you must reboot your computer before it will take effect (software firewalls remain memory resident even after you disable them).

In the case of proxy servers, proxy settings are automatically picked up from Internet Explorer by the viewer software but there may be occasions when this information is incorrect or unavailable and you will have to manually enter proxy settings in Safeguard viewer.

Off the Windows Start menu > Programs > Lizard Safeguard PDF Viewer > Proxy Settings is where you enter this information. See proxy settings.

Once you have registered the viewer it does not need the proxy settings again unless someone decides to change your internal proxy settings.

When I go to register my license file it tells me "the server is unavailable"

Please try registering again.

If the problem continues then the most likely reason for this is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

When trying to register I get the error message "License check failed server returned 407 response code"

The most likely reason for this is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

Error message when registering "License Check Failed. Server Returned 302 Response code"

This message is displayed when the URL for the licensing server is redirected by a proxy server. The most common reason for this message is that your organization strictly controls access to web sites and the LockLizard Licensing server has not been added to the authorized list.

Error message "Server Response code 504"

This error message is displayed if access to port 8444 is blocked. Safeguard Viewer needs this port open so it can communicate with the server. Please check with your company's network engineers that this port is open.

If you are evaluating Lizard Safeguard then this error message is displayed if access to port 8080 is blocked.

The license file I have received has an extension of .mim not .llv. I change it to .llv but still cannot register.

This is because you are using AOL or IM as an email client and AOL / IM has corrupted the license file and changed the file extension.

Use the .llv file contained in the zip file instead. Save the zip file to disk, unzip it and then double-click on the .llv file.

The requested URL_LockLizardLicensing_CheckLicense was not found on this server (displayed if a proxy is running)

Can't connect to server www.locklizard-license.co.uk Error 12003. An extended error was returned from the server.

We cannot register your account because the server is not available

The most likely cause for these error messages is that access to port 8444 is blocked. Outbound and inbound traffic must be enabled on this port.

If your network administrator does not allow traffic on this port then you can use port 8080 instead. To do this, edit the license file using Notepad and change HTTPS to HTTP and port 8444 to port 8080 and save the file. Then use the 'Remove Keystore' option from the Windows Start menu > Programs > Lizard Safeguard PDF Viewer menu. Once you have done this, double-click on the license file to register.

If the license file already uses port 8080 then please check with your network administrator that inbound and outbound traffic is enabled on this port.

An error has occurred while retrieving document access key. Unexpected end of file from server.

The most likely reason for this is that the viewer is loosing packets due to a poor or inconsistent Internet connection.

Open a DOS Command Prompt window and type:
ping -l 2000 -t https://www.locklizard-license1.co.uk

The command ping -l 2000 sends requests for packets of 2000 bytes, unlike the basic ping command that only uses 32 bytes of data.

The command will display the response time and packets. If packets are being lost, the viewer can't check with the server for license rights and the decryption key can't be properly downloaded.

If this is the case you will need to check your connection and retry when it is stable. Show this problem (the packets loss over a ping command) to your ISP, or, if you are part of a private/company network, then you need to get the network administrator to fix this problem.

Error message "You do not have the correct key that is required to decrypt this document" is displayed but you have been given access to the document.

The most likely reason for this error message is that the file is incomplete (partial download). Please compare the file size of the PDC file against the file size listed on the publisher's server. If this information is not available then please ask your publisher for it.

If the file size is incorrect then you will need to re-download the PDC file.

Error message "Acrobat could not open "<filename>.pdc" because it is either not a supported file type or the file has been corrupted"

This error message is displayed if you try and open a .pdc file directly from Adobe's File Open menu or you have associated the .pdc file extension with Adobe Acrobat.

To open a .pdc file you must double-click on the filename in Windows File Explorer or right-click on the file and select 'Open With PDCViewer'. Alternatively, you can open a PDC file from the Safeguard Viewer File Open menu.

Error message "You need to register with the publisher before you can view any protected documents"

Before you can view protected documents you must first double-click on the license file sent to you by your publisher in order to register.

If you have done this and this message still appears then the most likely reason is that you tried to register the viewer software over a VPN which will not work - you MUST have a direct Internet connection.

Delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore) and then try registering again, this time using a direct connection to the Internet.

Error 1284:68. Can't connect to server www.locklizard-license1.co.uk. Error 0. The server response could not be parsed. Please check your internet connection and try again

This message is displayed if the server response is truncated (the data sent from the server gets corrupted). This could be because:

1) The license file has been corrupted. Obtain a new license file from your publisher or register using the one contained in the zip file. Before registering again you will need to **delete your keystore** (off the Windows Start menu

select Programs > Lizard Safeguard PDF Viewer > Remove Keystore). Once you have done this double-click on the license file to register.

2) A proxy is in use and proxy settings have not been configured in the viewer software. See proxy settings.